



Voter List Maintenance Image Viewer Training Guide

Election Systems and Software

April 1, 2016



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Introduction

The VLM Image Viewer is a new web based tool that has been developed to provide counties with the ability to view images of all postcards returned from the Statewide Voter List Maintenance Project. In addition, the viewer also provides users with the capability to change the status of Voter Response Cards (VRC's) that are categorized as Exceptions. This guide provides information on how to access the Image Viewer and step-by-step instructions on its use.

Image Viewer Log In

The VLM Image viewer can be accessed through a secure log in at <http://vlmimageviewer.essvote.com> which will take you to the log in page.

A screenshot of the login page for the State of Indiana's Voter List Maintenance Image Viewer. The page has a white background with a blue border. In the top left corner is the ES&S logo, and in the top right corner is the official seal of the State of Indiana. The main heading is "Welcome to the State of Indiana's Voter List Maintenance Image Viewer". Below this, it says "Please enter your user name and password to log into the viewer". There are two input fields: "User Name" and "Password". Below the "Password" field is a blue "LOGIN" button. Under the button, it says "Need Help? [Click here](#)". At the bottom, there is a small line of text stating compatibility with Internet Explorer and Chrome, followed by links to "Install Internet Explorer? [Click here](#)" and "Install Chrome? [Click here](#)".

Welcome to the State of Indiana's Voter List Maintenance Image Viewer

Please enter your user name and password to log into the viewer

User Name

Password

LOGIN

Need Help? [Click here](#)

The VLM Image viewer is compatible with Internet Explorer Versions 7 through Version 11, and Chrome Version 47.0.2526.

Install Internet Explorer? [Click here](#)

Install Chrome? [Click here](#)

Enter your county user name and password and select "Log In". If you are having trouble logging in, or are in need of your password, please call Jeremy Martina, ES&S Project Manager, at 937 XXX XXXX.

Please note the Image Viewer has been designed and tested to work with Internet Explorer Versions 7 through 11, and Chrome Version 49.0 <https://www.google.com/chrome/browser/desktop/index.html>. If you do not have a compatible browser, you can download it at <http://windows.microsoft.com/en-us/internet-explorer/download-ie> and following the instructions.



Getting Started

Upon completion of your log in process, you will see the Image Viewer screen shown below.

Before you start using the viewer, we thought it would be helpful to describe the categories and types of cards viewable by the tool:

Returned Mail Categories

1st Mailing Returns- This category is for cards from the initial mailing that have been returned by the USPS as “Undeliverable as Addressed.” The return of this card generates the 2nd Mailing postcard for these voters.

***** The second mailing postcard will produce 1 of 2 outcomes: it will either be designated as a 2nd Mailing Return (see below) or the voter will fill out and send a Voter Response Card (see below).***

2nd Mailing Returns- This category is for cards from the second mailing that have been returned by the USPS as “Undeliverable as Addressed.” The return of this card results in the voter being flagged as Inactive.



Voter Response Card- This is a detachable portion of the 2nd mailing that has been returned by the voter. The card requests that the voter fill an oval next to one of three possible choices to either verify their address or provide new address information, when applicable.

Voter Response Card: Feedback from Voter

A voter is asked to respond in one of three ways:

Oval 1- The voter has confirmed their residence address shown on the card is correct. No action is taken with this voter.

Oval 2- The voter has confirmed they have moved outside the county. This voter will be flagged as cancelled.

Oval 3- The voter has confirmed they have moved within the county. The voter is requested to provide their new residence address, and new mailing address, if applicable.

Exceptions - A returned Voter Response Card is considered an exception in the following instances:

1. The voter does not sign the card
2. The voter does not fill any oval
3. The voter fills more than one oval
4. The voter fills Oval 3, but does not provide a new residence address, or the residence address is illegible
5. The voter fills an oval other than Oval 3, and also provides a residence address

The Image Viewer provides the ability for the user to change the status of a Voter Response Card originally listed as an exception. Exceptions are the only card type that permits user changes.



Using the Viewer

Step 1-Enter Date Information

In order to view cards, a date range must be entered. The Default date range will automatically populate with all dates for the 2016 VLM mailing when you log in.

Date From	<input type="text" value="5/17/2016"/>	Get Records
Date To	<input type="text" value="6/14/2016"/>	

You can change the date range by entering a new date in either the “Date From” or “Date To” dialog boxes (Month/ Day/ Year). Alternatively, a calendar will appear once you click inside either date dialog box and then you’re able to select a date from the calendar.

Date From	<input type="text" value="04/01/2014"/>
Date To	<input type="text" value="06/01/2016"/>
Card Type	<input type="button" value="i"/> Jun <input type="button" value="v"/> 2016 <input type="button" value="i"/>
Voter Response Card Category	
Change Exception Status	
Residential Add1	
Residential Add2	
City	<input type="text"/>
Zip	<input type="text"/>

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		



Step 2-Select Category and Card Type

In order to search and view cards, you must also select the “Card Type” of cards you wish to view from the drop down boxes.

Card Type

- 1st mailing return
- 2nd mailing return
- Voter Response Card

VRC Category

If you choose to view Voter Response Cards, you must also select “Oval 1,” “Oval 2,” or “Oval 3” from the Voter Response Card dropdown menu.

Card Type

Voter Response Card

VRC Category

- Oval 1
- Oval 2
- Oval 3
- Exception

Step 3. Search for Cards

Once you have entered the required fields, you can view/search using two different methods:

“Get Records” will display all cards for the “Card Type” and “VRC Category” selected within the date range

You can also search by typing the first and last name, then select “Search Name”. Add middle name (or first initial) if known.

Help / FAQ

Carol

Middle Name

Mosley

Search Name

Date From

5/17/2016

Date To

6/14/2016

Get Records

Card Type

Voter Response Card

VRC Category

Exception



The card(s) appropriate for your selection will appear in the image viewer screen.

The screenshot shows a web application interface for managing voter records. On the left, there is a search and filter section with fields for 'Date From' (6/06/2016), 'Date To' (6/06/2016), 'Card Type' (VRC), 'VRC Category' (Exception), and 'Change Exception Status'. Below these are fields for residential and mailing addresses, city, state, and zip code. On the right, there is a preview of a voter response card for Carol Jean Mosley. The card includes a header with the name and a return date of July 24, 2014. It has sections for 'Residence Address' and 'Mailing Address', both listed as 14 S BITTNER RD, NEW PALESTINE, IN 46163. The card also features a barcode and a 'SELECT ONLY ONE' section with three options: #1 (current residence), #2 (moved outside county), and #3 (moved within county). Option #3 is selected, and the address is updated to 12 S Bickel Street, New Palestine, IN 46163. The card is signed by Carol Jean Mosley.

Step 4. Change Exception Status

The Image Viewer allows you to change the Exception status of Voter Response Cards, if deemed appropriate. To change the status of an Exception, select the drop down from the “Change Exception Status” and choose the category you wish to change the exception to.

This screenshot shows a detailed view of the 'Change Exception Status' form. The 'Card Type' is set to 'VRC' and the 'VRC Category' is 'Exception'. The 'Change Exception Status' dropdown menu is open, showing three options: 'Oval 1', 'Oval 2', and 'Oval 3'. The address fields are populated with '12 S Bickel Street', 'New Palestine', 'IN', and '46163'. A blue 'SAVE' button is visible at the bottom right of the form.

If the exception is changed to an Oval 1 or 2, no further action is needed once “Save” is clicked. If an exception is changed to Oval 3, you must also add address information before clicking “Save.”



You must enter at least an address line AND the City/ State or address line AND zip code in order to change the Exception status. Upon saving, this card will be moved from the Exception category. ES&S incorporates your changes into a report file that is sent to Quest. SVRS will then process the file as flagged into the appropriate VLM Hopper.

ksprague5 | Logout | LaPorte

Quick Links

Last Name, First Name

Help

INDIANA

STATEWIDE VOTER REGISTRATION SYSTEM

POWERED BY FIRST TUESDAY™

Home

Voter

Absentee

Poll

Reports

Election

User Profile

Administration

QQA-20140129.001 | 6/11/2014

This is a Non-Production Environment.
This site contains test data which should be used for testing/training purposes only.

Calendar and Links Terms of Use

Reports:

Data Extracts

Report Name	File Size	Create Date
<input type="checkbox"/> Absentee_Ballot_Walk_In_Location_Data_Extract_20110221_...	0.43Kb	2/21/2011
<input type="checkbox"/> Voter_Registration_20110204_084922AM.txt	44.5Mb	2/4/2011
<input type="checkbox"/> Select All		

Scheduled & Queued Reports Total Items: 65

Report Name	File Size	Create Date
<input type="checkbox"/> QA_Hend_ABS_Application_Activity_20140220_125126PM.pdf	104.51Kb	2/20/2014
<input type="checkbox"/> Deceased_Voter_Summary_Listing_20140219_061234AM_1.pdf	639.02Kb	2/19/2014
<input type="checkbox"/> BROWN_1_20140219_095853AM.pdf	10.1Mb	2/19/2014
<input type="checkbox"/> Deceased_Voter_Summary_Listing_20140219_061234AM.pdf	639.09Kb	2/19/2014
<input type="checkbox"/> ABS_Applications_Received_by_Method_by_County_20140218_...	3.36Kb	2/18/2014
<input type="checkbox"/> Select All		

Delete

Hopper:

BMV Registrations	1228 Records
OVR Registrations	2 Records
DOC	40 Records
Duplicates	1259 Records
Incomplete Registrations	19 Records
Override Registration Deadline	3 Records
Transfers	9 Records
Death Records	2726 Records
Batch Reports	13 Records
Queued Reports	Records
SSIS Packages	Records
Notifications	0 Records
Messages	0 Records
ePollbook Absentee Ballots	1913 Records
VLM Cancel	2300 Records
VLM Inactive	100 Records
VLM Update	100 Records

Data as of 7:30am



Viewing Options

Dear CAROL JEAN MOSLEY, please return this form no later than July 24, 2014 or disregard if you are not the addressee on this card.

Residence Address: 14 S BITTNER RD, NEW PALESTINE, IN 46163-1103
Mailing Address: 14 S BITTNER RD, NEW PALESTINE, IN 46163

County: Hancock

SELECT ONLY ONE

#1. The above residence address is my current residence address.

#2. I have moved my residence OUTSIDE of Hancock County. (Please contact your new county voter registration office to register to vote.)

#3. My residence address has changed WITHIN Hancock County to: 12 S. Bittner Rd, New Palestine, IN 46163

Street Address (no P.O. Boxes): 12 S. Bittner Rd, City: New Palestine, State/Zip: IN 46163

Provide mailing address if different from above residence address: P.O. Box 243, City: New Palestine, State/Zip: IN 46163

Mailing address: P.O. Box 243, City: New Palestine, State/Zip: IN 46163

I swear or affirm, under the penalties for perjury, the accuracy of the information I provided. If I selected #2 above, I authorize my voter registration record at any previous residence address to be cancelled. If I selected #3 above, I authorize my voter registration record to be updated.

J76823-322261 6 SIGNATURE: Carol Jean Mosley

You must sign this card for it to be effective.

Interactive controls at the bottom: SAVE, +, -, <, >, 1 of 2, Print

When viewing cards, you increase or decrease the image view by using the ZOOM feature

You can scroll through cards by using the navigate feature

Printing

The print function allows you to capture the entire screen for the card being viewed for printing purposes. The screen is captured as an 8 ½" X 11" document in a JPEG format, which can then be printed using any available printer on your computer.



File **Print** E-mail Burn Open

Help / FAQ First Name Middle Name Last Name Search Name Logged in as County: hancock Log Out

Date From 01/01/2014 Get Records

Date To 01/01/2016

Card Type 1st mailing returns ?

Voter Response Card Category ?

Change Exception Status ?

Residential Add1 7916 PUCKETT LN

Residential Add2

City St

CAMBY IN

Zip 461138729

Mail Add1 7916 PUCKETT LN

Mail Add2

City St

CAMBY IN

Zip 461138729

INDIANA ELECTION DIVISION
P.O. BOX 44261
INDIANAPOLIS, IN 46244-0261

RETURN SERVICE REQUESTED

Hancock 30

BRANDON K BICKEL
454 BOURNESIDE DR
CAMBY IN 46113-8729

RETURN TO SENDER
BICKEL VP
7916 PUCKETT LN
CAMBY IN 46113-8729

SAVE Zoom In Reset Zoom Out 1 of 1 Print ?

Note: You will be able to print from the JPEG image by clicking the print button in the upper left hand corner.



Frequently Asked Questions

Q: My screen says “image not available” when I search for a voter by name. What does this mean?

A: “Image Not Available” means a card has not been received for that voter.

Q: Is there a particular order I must follow when entering information to view cards?

A: No, there is no particular order; however, there are minimum fields which must be selected to view cards. This includes a date range and Card Type. If VRC is chosen as the card type, VRC category must also be chosen.

Q: Can I use tab to navigate the viewer?

A: Yes, clicking the tab key will allow you to navigate across all data fields.

Q: Am I required to enter data in all of the residential address fields when updating an exception to an Oval 3?

A: No, you must enter data in at least address 1 field AND either city/ state or zip code.

Q. Are there specific rules or criteria to use for changing an Exception card to another type?

A. No. Determination as to whether an Exception card should be changed is at your discretion based upon your review and evaluation of the information on the card.

Help and Contact Information

If you need help or have any questions, please contact the ES&S project manager, Jeremy Martina, as follows:

Phone: (937) 607-3626

Email: VLMHelp@essvote.com